



## Division of Drinking Water

# Strategic Directions

### GOALS:

#### **1. Respond to and handle public health “emergencies”/ threats, relative to unsafe drinking water from any size public water supply:**

##### **Highest priority activities:**

- Maintain a 24-hour on-call emergency line and respond to all calls within 30 minutes
- Follow-up on all “emergencies,” acute coliform violations, backflow incidents, water outages, declaration of drought emergency, etc. in a timely and consistent manner. Follow-up actions are clearly documented.
- Provide good information and guidance to water systems on emergency preparedness and planning.
- Provide accurate risk communication to the public, in coordination with other involved parties.
- Log and respond to complaints on Group A systems consistent with priorities outlined in this document, with the response being clearly documented.

##### **Medium priority activities:**

- None identified

##### **Lower priority activities:**

- Ensure that all Group A systems have completed the emergency response portion of their water system/small water system management plan.
- Investigate potential contamination sites in coordination with Department of Ecology; information is provided to appropriate federal, state, and local entities.

#### **2. Make important information accurate and easily accessible about drinking water topics, data, and the DW-related work DOH conducts:**

##### **Highest priority activities:**

- Maintain effective support for on-going divisional data needs during migration from DWAIN to SENTRY.



HELPING TO ENSURE SAFE AND RELIABLE DRINKING WATER

- Complete DWAIN migration to SENTRY and assure on-going maintenance of the new system.
- Maintain DDW intranet and Internet Web sites.
- Deploy and maintain water quality and geographic data in Web-accessible forms.
- Answer public disclosure and other informational requests in a timely manner, focused on readily available, existing information.

**Medium priority activities:**

- Analyze and refine DDW data to evaluate priorities and effectively communicate with stakeholders and the general public on drinking water issues.
- Enhance and promote DDW intranet and Internet Web sites.

**Lower priority activities:**

- Participate in interagency/private partnership WQ/DW educational forums and training opportunities that are not part of our key division priorities.

### **3. Have a basic understanding of how water is being provided by all Group A public water systems in this state:**

**Highest priority activities:**

- Conduct sanitary surveys on all Group A water systems and develop a baseline on water system status, deficiencies, and needs.
- Collect and maintain accurate information pertaining to Group A systems in the DDW data system via the WFI process.
- Review and approve project reports and construction documents in a timely manner for Water Quality and Source-related projects.
- Deal with transfer of ownership issues in a timely and accurate manner.

**Medium priority activities:**

- Review and approve distribution-related (pumps, pipes, and tanks) project reports and construction documents in a timely manner (establishing approved number of connections).
- Issue operating permits in a timely manner, accurately portraying the compliance status of the system, and reflecting DDW's priorities.

**Lower priority activities:**

- Address adequacy requests in a timely manner according to adopted policy

### **4. Know the basic quality of water being delivered by systems, particularly in regards to microbial and acute chemical parameter:**

**Highest priority activities:**

- Implement and maintain a credible laboratory certification program to assure quality of the data reported.
- Receive and enter laboratory data into a reliable data management system in a timely manner.
- Implement fully, and track the coliform program plan.

- Make GWI determinations in accordance with the GWI implementation plan, and conduct follow-up activities as appropriate.
- Conduct and track monitoring of acute chemical contaminants (e.g., nitrate) with follow-up action taken as appropriate.
- Review and track surface water-related operations reports with follow-up action taken as appropriate.

**Medium priority activities:**

- Track chemicals with chronic health concerns (e.g., lead, SOC/VOC, DBPs, arsenic) and take follow-up action as appropriate, including on-going maintenance of the monitoring waiver program.
- Review and track operations reports, take follow-up action as appropriate.

**Lower priority activities:**

- Track copper monitoring results, take follow-up action in accordance with the Lead/Copper Implementation Plan.
- Monitor for and track information about other, non-acute inorganic compounds.

## **5. Make it clear to purveyors what their responsibilities are, and position water systems as best we can to successfully meet their responsibilities:**

**Highest priority activities:**

- Provide effective training and outreach to public water systems, their consultants and governmental entities, targeting key division priorities and informing water purveyors of their basic responsibilities for owning and operating a public water system.
- Implement program activities for operator certification to promote the operation of public water systems by trained and qualified operators.
- Promote development of cross-connection control programs, with emphasis on addressing high hazard cross-connection risks.
- Produce and distribute an annual, system-specific Water Quality Monitoring Report, informing systems of their monitoring requirements for the coming year.
- Implement the State Revolving Fund program and other sources of potential revenue to assist water systems to be in compliance with regulatory requirements.

**Medium priority activities:**

- Assist targeted systems, identified under the Small Community Initiative, in their efforts to comply with regulatory requirements.
- Assist unapproved existing systems in obtaining water system approval when requested by purveyors.

**Lower priority activities:**

- Promote Consumer Confidence Report requirements (and follow-up on targeted systems) so water systems inform their customers about their regulatory compliance status.
- Provide technical assistance to local governments in their efforts to deal with Group B water system issues.
- Maintain the Satellite Management Program.

## **6. Take appropriate compliance actions against priority violations, and clear cases of fraudulent operation/ reporting:**

### **Highest priority activities:**

- Take appropriate compliance actions on those systems identified as high priority for microbial or acute chemical risks in accordance with applicable program plans.
- Take appropriate compliance actions on those systems not in compliance with Operator Certification requirements.
- Take appropriate compliance actions on those systems identified as high priority based on chronic water outages or losses of pressure.
- Address all unfiltered surface water sources (in accordance with the Surface Water Implementation Plan) and Treatment Technique Violations for high-risk surface water; ensure that action is being taken to have those sources/plants meet regulatory requirements.
- Notify the system owner, in a timely and clearly documented manner, when water quality and/or reliability of operation issues are found.
- Take enforcement action against any water system conducting fraudulent operating/reporting activities.
- Medium priority activities:
- Take appropriate compliance action on those systems identified as high priority based on other criteria on our targeting lists.

### **Lower priority activities:**

- Pursue appropriate compliance action on other divisional priorities as resources allow.

## **7. Assist water systems in future system planning and development:**

### **Highest priority activities:**

- Review and follow-up on critical issues in water system plans for utilities identified as high priority for planning.
- Promote and encourage water-use efficiency by water utilities, with particular emphasis on medium-sized systems (those with 100 – 1,000 connections), and promote and manage a reclaimed water program.
- Encourage development and review of Small Water System Management Programs required for SRF funding, existing system approval, and problem systems.
- Promote and encourage use of WSPs and SWSMPs by purveyors as a tool for maintaining compliance with state and federal DW regulations.
- Streamline review of non-key utilities' WSPs with a public health focus.

### **Medium priority activities:**

- Promote and assist source-water protection efforts; focus on highly susceptible sources.
- Encourage development of Small Water System Management programs for non-expanding systems; support the transition from WSP to SWSMP for systems already in the planning process (where appropriate).

**Lower priority activities:**

- Provide more comprehensive reviews of water system plans that are submitted.

**8. Participate in long-range strategies relative to future delivery of water in the state:**

**Highest priority activities:**

- Support legislative/executive priorities; work with local entities to collect baseline information on priority Group B systems.
- Promote and encourage regionalized consolidation of small water systems.
- Assist with implementing and maintaining critical elements of CWSP planning program.
- Assist local governments to develop watershed management plans, when funding is provided for these efforts.

**Medium priority activities:**

- Assist in focused, regional efforts for utility planning and development.

**Lower priority activities:**

None identified.

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